

**Position Description**
**Position Title:**

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| **Mission Australia** |
| About us: | Mission Australia is a national Christian charity that has been helping vulnerable Australians move towards independence for over 160 years.We’ve learnt the ways for people to become more self-sufficient are different for everyone. This informs how we support people by combatting homelessness, assisting disadvantaged families and children, addressing mental health issues, fighting substance dependencies, and much more. Our team applies different approaches, alongside government, our corporate partners and everyday Australians who provide generous support. Together, we stand with Australians in need until they can stand for themselves. |
| Purpose: | Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.*“Dear children, let us not love with words or speech but with actions and in truth.” (1 John 3:18)* |
| Values: | Compassion Integrity Respect Perseverance Celebration  |
| Goal: | To reduce homelessness and strengthen communities. |
| **Position Details:** Position Title: Better Futures Support Worker |
| Classification: | Community Services Employee  |
| Level: | Level 4 |
| Function: | Service Delivery  |
| Reports to: | Program Manager |
| Position Purpose: | Better Futures is a new support model designed to better prepare young people in their transition from Out of Home Care to independence. In partnership with the Department of Health and Human Services, Mission Australia and our Consortium Partners are delivering Better Futures in the Southern Melbourne and Bayside Peninsula Areas. The model promotes early identification and engagement as the foundation for a smooth transition from care, with all eligible young people referred to Better Futures at 15 years and 9 months. Flexible and tailored supports can be accessed by young people up until their 21st birthday to strengthen their independent living skills and empower them to achieve their full potential. As a Better Futures Support Worker you will provide flexible and tailored supports that scale up and down, and are responsive to the young person’s strengths and needs. Underpinning the service delivery model is the adoption of an Advantaged Thinking Practice Approach which focuses on working with young people to bring out, and invest in, their talents and aspirations rather than solely focusing on their challenges. During the initial leaving care planning and preparation stage, Better Futures will primarily involve the provision of limited supports, including supporting Care Teams in the development and refinement of transition planning. Better Futures supports will intensify 6 months prior to a young person’s transition from care and upon expiration of their Child Protection order Better Futures will assume full case coordination responsibility. Support Workers will maintain regular contact with young people to guide and support them to achieve and maintain independent living skills, achieve set goals and realise their full potential.   |
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**Position Requirements**

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| **Key Result Area 1** | **Client Support** |
| **Key tasks** | **Position holder is successful when** |
| * In line with program guidelines, and MA policy and procedure, undertake initial registrations and assessments of young people allocated to your caseload.
* Conduct periodic needs and strengths assessments to determine the appropriate level of support for each young person.
* Develop, monitor and review Individual Support Plans, outlining the goals and activities that will assist young people to achieve/maintain independence and reach their full potential.
* Contribute to leaving care planning processes through supporting care team members and young people to determine their leaving care readiness.
* Implement the Advantaged Thinking practice approach to deliver tailored and flexible service responses that facilitate future focused, aspirational, goal orientated relationships with participants.
* For young people facing complex challenges, identify specialist support needs and facilitate referrals to relevant services
* Provide one-off practical supports for young people including administering brokerage funds to support the achievement of goals documented in a young person’s Support Plan.
* Deliver culturally informed and safe practices to all young people regardless of ethinicity, race, gender social and economic class or sexual identify. services and safe services that are culturally informed safe practices
 | * Participant registrations are completed accurately and holistic assessments inform the relevant service responses for each young person, and adhere to program and organisational requirements.
* Periodic assessments are undertaken that reflect the needs and strengths of young people across their engagement in the program and inform future planning and service responses.
* Young people are actively involved in the development, implementation and review of their aspirations, goals and activities
* Effective relationships with Care Teams are developed resulting in improved transition planning and targeted activities that enhance young people’s leaving care readiness.
* An Advantaged Thinking practice approach is embedded in all practices, processes and tools that recognise, value and develop young people’s abilities and talents.
* Young people are connected and engaged with appropriate services that positively address specialist support needs.
* Practical supports and brokerage funds are facilitated appropriately and demonstrate a clear connection toward the achievement of young people’s goals and aspirations.
* Culturally informed services support young people’s specific cultural development and connection and participants report that services are culturally appropriate and accessible.
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| **Key Result Area 2** | **Administration**  |
| **Key tasks** | **Position holder is successful when** |
| * Create and maintain individual participant files in line with program, departmental, and organisational standards
* Complete monthly reports capturing qualitative and quantitative program and participant data
* Complete a range of administrative tasks utilising appropriate tools and documentation including risk assessments, support letters, financial transactions, record keeping and reports to ensure the efficient running of the service.
* Adhere to all relevant internal and external policies and procedures, statutory requirements relating to client services, data collection and financial management.
* Administer brokerage funds, and maintain auditable records in accordance with contractual and organisational requirements
* Prepare and Produce Leaving Care Readiness Reports for care teams as required.
 | * Participate files, including case notes are maintained to the appropriate program standard and in accordance with MA policies and procedures.
* Reports are prepared to a high standard reflecting accurate data and consistently submitted on time.
* All required evaluation and monitoring tasks are carried out to a high standard and in a timely manner
* Clients are provided with practical support to meet the individual’s needs.
* All required administration tasks are completed accurately and in a timely manner.
* All relevant internal and external policies are adhered to at all times.
* Brokerage funds are administered and recorded Program guidelines relating to the usage of brokerage are adhered to and copies of client expenses are recorded in client files
* Leaving Care Readiness reports are produced to a high standard and help inform the leaving care planning process for care teams.
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| **Key Result Area 3** | **Relationship Management** |
| **Key tasks** | **Position holder is successful when** |
| * Work collaboratively with MA colleagues, peers, and Consortium Partner agencies in the delivery of Better Futures.
* Build and maintain positive relationships with external stakeholders that result in improved outcomes for the program and participants.
* Develop collaborative and consultative relationships with Care Teams, including the ability to effectively negotiate and influence decisions and activities that are in the best interests of young people.
* Attend and participate in all internal consortium and Better Futures meetings and program planning sessions.
* Attend and actively participate in relevant network meetings to maintain up to date service sector knowledge.
* Build and maintain relationships with local community groups including CALD and/or spiritual connections
* Develop strong supportive relationships with Better Futures staff state-wide; engagement and attendance at internal meetings as requested by your line manager.
* Develop strong, effective and consultative working relationships with internal staff / stakeholders to contribute to the effective functioning of the Partnership and Mission Australia and improved client outcomes for both.
* Develop connections with education and training providers to support the achievement of young people’s vocational goals and aspirations.
 | * Mutually respective relationships facilitate a positive team culture
* Collaborative and effective relationships with external stakeholders result in improved participant and program specific outcomes.
* Care Teams respect and seek out direction and advice from Better Futures to ensure a smooth transition from care to independence is achieved for program participants.
* Positive feedback received from MA and Better Futures colleagues along with a high attendance and engagement at meetings.
* Meetings are well attended with a high participation level
* Maintains up to date knowledge of the local services and programs to enable effective facilitation of referrals for program participants. Knowledge is shared amongst Better Futures team members and MA colleagues.
* Strong internal relationships are developed, resulting in improved service functioning and services outcomes
* Strong external relationship result in effective interaction with service and appropriate referral of clients.
* Effectively establishes, facilitates and leverages community and cultural networks for participants that results in enhanced cultural connectedness.
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| **Key Result Area 4** | **Program Support** |
| **Key tasks** | **Position holder is successful when** |
| * Facilitate community education session to ensure relevant stakeholders and services providers are informed of the services available through Better Futures
* Contribute to the effective functioning and development of the service through involvement in interagency meetings, strategic planning sessions and other forums as required.
* Participate in evaluation and continuous improvement activities specific to the Better Futures Program.
* Participate in preparatory accreditation/re-certification activities to ensure compliance with the relevant service standards.
* Attend and actively participate in organisational and program specific training, and professional development activities.
 | * Relevant stakeholders and service providers have a strong understanding of the Better Futures service and supports provided by Better Futures Support Workers.
* Presents ideas and opportunities in a respectful and professional manner that supports the improved functioning and develop of the service.
* Actively participates in program evaluation and continuous improvement activities through sharing practitioner experiences, identifying systemic challenges and opportunities that informs refinement of the model and results in improved program and participant outcomes.
* Successful participation and completion of required training programs and professional development activities results in the implementation of theoretical knowledge learned into service delivery practices.
* Equity groups are proportionally represented within caseloads and client information is treated with confidentially and with respect at all times.
* To provide a service in a sensitive and supportive manner
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| **P** **U Work Health and Safety** Everyone is responsible for safety and must maintain:* A safe working environment for themselves and others in the workplace.
* Ensure required workplace health and safety actions are completed as required.
* Participate in learning and development programs about workplace health and safety
* Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries.

 **Purpose and Values** |
| * Actively support Mission Australia’s purpose and values.
* Positively and constructively represent our organisation to external contacts at all opportunities.
* Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times.
* Operate in line with Mission Australia policies and practices (EG: financial, HR, etc.).
* To help ensure the health, safety and welfare of self and others working in the business.
* Follow reasonable directions given by the company in relation to Work Health and Safety.
* Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries.
* Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards.
* Actively support Mission Australia’s Reconciliation Action Plan.
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**Recruitment information**

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| **Qualification, knowledge, skills and experience required to do the role*** Relevant tertiary qualifications in Youth Work, Social Work or related discipline with at least 3 years’ experience in their respective field.
* Demonstrated professional approach to the role including maintaining professional boundaries.
* Demonstrated knowledge Victoria’s Out of Home Care and Leaving Care systems.
* Well-developed written and verbal communication skills, including public speaking, presentation and facilitation skills
* High level computer and administration skills including case noting, report writing, financial record keeping and data analysis
* Demonstrated capability to flexibly manage competing priorities and stressful situations as well as strong practices in promoting self-care strategies.
* A positive and person-centred approach with a strong guiding belief in the abilities and capacity of participants to change their circumstances and to build sustainable lives.
* Entrepreneurial skills with demonstrated capacity to source opportunities, networks and recourses from the community
* Demonstrated capability to influence, negotiate and advocate in the best interests of young people
* Has a sound understanding of Mission Australia’s Values and Code of Conduct and applies these in their role when interacting with internal and external stakeholders.

**Key challenges of the role*** Maintaining fidelity to the Advantaged Thinking Practice Approach in the delivery of individual support to young people.
* Managing a complex caseload of participants across different support levels, including young people who have experienced significant trauma and abuse.
* To hold Care Team members and allocated Case Managers accountable to support successful Leaving Care preparation and Planning.
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**Compliance checks required**

**Working with Children** [x]

**National Police Check** [x]

**Drivers Licence** [x]

**First Aid Certificate** [x]

**Approval**

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| **People Leader name**  |  | **Approval date** |  |